How to Install the BDMS Web Access 7.0 SP1 Patch 1 via the Web

On December 8th, 2018, the University updated BDM Web Access to the latest version (ApplicationXtender 16.3).

Do not install the patch for 7.0 version of BDMS below. Contact User Support and request that the Captiva Tool kit be installed to support scanning for the new ApplicationXtender 16.3.

For the full release notes, read EMC ApplicationXtender Web Access Release Notes 7.0 SP1.pdf.

If you have questions about this update, shoot us an email at DocumentManagement@missouristate.edu.

Web Access Setup

The Web Access client will require installing new versions of the browser add-ons IrcViewer.cab (used for viewing and indexing documents) and WxScan.cab (used for scanning documents). These are the add-ons that BDM Web Access automatically installs when you attempt to use one of those features; the desktop components will not need to be reinstalled, though they can be reinstalled as a troubleshooting step with no ill effects.

The installation process will vary slightly for users based on their User Account Control (UAC) settings. UAC is a security feature in Windows Vista, 7, and 8 that requires confirmation whenever a program tries to make changes to the computer. The main differences are that users with the default User Account Control Settings will get an extra security warning, and will need to restart their computer.

If you aren’t sure which set of UAC settings you have, don’t worry! These instructions will help you figure that out.

Installing the new add-ons

1. Navigate to BDM Web Access. The direct link is http://ct.missouristate.edu/appxtender/Login.aspx. Sign in with your PROD account; this is the account you use to sign into Internet Native Banner.

   If it’s been a while since you used BDM, you may need to synchronize your BDM password.

2. Query for document on one of the applications that you have access to (like B-G-ID). Open any document in the query results list.

   You should an error, along with a note from Internet Explorer saying that an add-on needs to be installed. This note will look a bit different depending on the version of Internet Explorer you’re running. Click the thumbnails to enlarge the image.

   Should you could accidentally click the “Restart Now” button in one of the dialog boxes, we strongly recommend that you save your work and exit out of any applications except Internet Explorer before beginning this process. That way, you won’t accidentally lose anything.
4. Click **Install** to begin installing the add-on.

5. You'll get a warning asking whether you want to install the IrcViewer.cab program.
   
a. If you have the default UAC setting, you'll get yes/no warning, like the one below. Click **Yes**.

   ![Warning Image](image1.png)

   b. If you don't have the default UAC settings, you'll get a similar warning. Click **Install**.

   ![Warning Image](image2.png)

6. If you have the default UAC settings, you'll get this notice that you'll need to restart the computer. Just click **OK**. We'll get to the restart shortly.

   ![Restart Notice](image3.png)

7. More than likely, the document you opened will display normally. If not...
a. If you **only** use BDM Web Access to view documents, and you never ever scan, index, or import documents, you're done! Go ahead and restart if you received the note saying that you need to.

b. If you **do** scan, index, or import documents in Web Access, hang tight. Just a few more steps and you'll be ready to fly with the latest in BDM Web Access technology.

c. Not sure which of the above categories you fit in? You're probably fine to go back to your normal work. If you do later find yourself needing to scan, index, or import a document, you can refer back to this guide for notes on how to install the necessary add-on; it's not that different from the steps above. If you're unsure, you can go ahead and give the following steps a try. If you don't have access to do them, Web Access should tell you.

8. Go back to the Application List.

9. Right-click on an application you have scan access to and choose Batch Import. You should get prompted to give the batch a name. Give it some name that will make it stick out so that you or your coworkers can remove it later, like "Please delete me 09/20/2016."

10. You'll get a security warning asking you to install the WxScan.cab program.
   a. If you have the default UAC settings, you'll get a yes/no warning. **Click Yes.**
b. If you don't have the default UAC settings, you'll get a similar warning. Click Install.

11. If you have the default UAC settings, you'll get prompted for a restart. Go ahead and choose Restart Later.

12. You'll now be looking at an empty batch. Click the button to go to the Batch List.

Now you're done! If you got the prompts saying you should restart your computer, log out of BDM Web Access and do that now. If not, you can continue working in BDM Web Access as you normally would.